

Winning Results . . . Projects and Client Comments

The following are representative engagements of Performance Foundations

Build better relationships that attract and retain customers.

Technical Team Sales Meeting Facilitation: A \$3B Division of a global organization needs to regain a position on its client's "short list"

Multi-million dollar projects have heavy technical demands and fierce competition. This project involved more than 75 people, 14 cultures, multiple breakout meetings, and a one-week time span. Performance Foundations' role was to facilitate the meetings including the message, presentations, support materials and, most importantly, their client. Our client advanced to number one on the short list and we returned for three additional projects.

Senior Vice President-- Global O&G Division comments: *"You'll be back."*

Implement strategies to increase sales and profitability.

Consulting Firm Looks to Increase Sales

A retained-search consulting firm had more business than it could effectively handle and suffered from top down leadership. Performance Foundations implemented changes to develop leadership, improve processes, coach sales development and work with support systems. The results saw the organization reduce search time, lower costs and quadruple sales.

Search Firm CEO comments: *"You changed the way we do business. Our sales quadrupled in less than 2 years."*

Create opportunities from change.

Merger: People aren't responding well to change in a large E&C Contractor

Making internal changes can be a challenge for any business—especially if you're a frontline production team supporting proposals, graphics, presentations and e-business. Add an unprecedented volume of work and a merger and change is near impossible. With Performance Foundations, this group developed new systems, actively sought solutions and implemented metrics for improvement. Costs reduced 40% on a \$10M budget.

Major E&C Contractor Task Force Director comments: *"Thank you for a job well done. Your attention to detail and sensitivity to business and personnel issues refocused our proposal production group. We are already seeing benefits. Your performance has been excellent in every category."*

Winning Results . . . Projects and Client Comments

The following are representative engagements of Performance Foundations

Concentrate service on experiences customers *really* want.

Oilfield supplier needs to stop order foulups.

Supplying a key strategic material for oilfield service is a challenge due to all the moving parts including remote and changing locations and highly time sensitive deliveries that cost the customer money, time and unhappy customers if key materials don't arrive. A Performance Foundations customer service survey revealed our client needed to re-focus service from order to cash. By working with the units involved in multiple locations, Performance Foundations helped develop a workable system. Our client moved from number six to top supplier with its most dissatisfied customer.

Vice President of Marketing and Sales comments: "Learning what our customers really thought about our service and applying that information resulted in a complete change in working relationship with our most vocal and dissatisfied region—it was a pleasure to visit them and hear the rave reviews."

Develop talent to sustain growth.

Leadership Development for Improved Performance

Managing \$200 million in grants and public money requires top-notch performance, communication, and cooperation. In this particular situation, management was not working together, key players were not speaking, and the department was not growing. The Performance Foundation leadership program bridged communication gaps, provided tools for personal development, facilitated operations improvement plans and increased customer responsiveness.

Vice Chancellor of University Extension Service comments: "This worked so well, we want you back this year to take it further into the organization."

Find operating solutions to integrate and streamline practices.

Specialty contractor looks to meet demand and better use resources

Our client had too much business and was misdirecting resources when they pulled crews off jobs to cover work in other areas. Together we developed self-directed work teams and reworked schedules and materials support. The company saw increased billing of 60% and improved margins almost 10% within 8 months.

Specialty Contractor President comments: "We've learned to better manage expectations and let our people do the work."